

Notice of Allowability

Application No.

09/813,962

Examiner

Niketa I. Patel

Applicant(s)

TACHIBANA ET AL.

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to 8/27/2007.
2. ☒ The allowed claim(s) is/are 1,4,6,14 and 18 (renumbered as 1-5).
3. ☒ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) ☒ All b) ☐ Some* c) ☐ None of the:
 1. ☒ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.
THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
 5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
 - (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
 - 1) ☐ hereto or 2) ☐ to Paper No./Mail Date _____.
 - (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.
- Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. ☐ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. ☐ Information Disclosure Statements (PTO/SB/08),
Paper No./Mail Date _____
4. ☐ Examiner's Comment Regarding Requirement for Deposit
of Biological Material
5. ☐ Notice of Informal Patent Application
6. ☐ Interview Summary (PTO-413),
Paper No./Mail Date _____
7. ☒ Examiner's Amendment/Comment
8. ☒ Examiner's Statement of Reasons for Allowance
9. ☐ Other _____

EXAMINER'S AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Aaron C. Walker (Reg. No. 59,921) on 11/6/2007.

The application has been amended as follows:

In the claims:

Note: The claims as listed below show added text with underlining and deleted text in double square brackets "[[deleted]]".

(A):

This application is in condition for allowance except for the presence of claims 2-3, 5, 7-8, 11-12, 13, 15, 17 directed to Species I, III, IV non-elected without traverse. Accordingly, claims 2-3, 5, 7-8, 11-13, 15 and 17 have been cancelled.

(B):

Claim 1. (CURRENTLY AMENDED) A remote maintenance apparatus used for maintenance of terminals connected to a network, comprising:

a first obtaining part which obtains configuration information, of hardware and software of terminals, sent from said terminals through said network;

a storing part which stores said configuration information, of hardware and software obtained by said first obtaining part, while bringing said configuration information of hardware and software into correspondence with generation

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information;

a second obtaining part which obtains configuration information of hardware and software of a failed terminal, among said terminals, which is associated with failure information which is sent from said failed terminal through said network, or, which obtains configuration information of hardware and software of said failed terminal by identifying [[the]] newest configuration information of hardware and software of said failed terminal which is stored in said storing part;

an extraction part which extracts difference information between configuration information obtained by said second obtaining part and configuration information stored in said storing part and displays the difference information for the purpose of performing maintenance work in said failed terminal; and

a generation part which generates evaluation information of the maintenance work performed in said failed terminal^{[[s]]} based on a dispatching time and a maintenance work time.

Claim 2. (CANCELLED)

Claim 3. (CANCELLED)

Claim 4. (ORIGINAL) The remote maintenance apparatus as claimed in claim 1, further comprising:

an issuing part which issues, to a terminal, an instruction for said terminal to send configuration information when a configuration information ID sent from said terminal is not the same as the newest configuration information ID which is stored in said storing part; and

wherein said first obtaining part obtains configuration information sent in response to said instruction.

Claim 5. (CANCELLED)

Claim 6. (CURRENTLY AMENDED) The remote maintenance apparatus as claimed in claim 1, further comprising:

a collection part which collects start date and time information, and, end date and time information of the maintenance work performed in said failed terminal[[s]],

wherein the evaluation information of the maintenance work is generated from said date and time information collected by said collection part.

Claim 7. (CANCELLED)

Claim 8. (CANCELLED)

Claim 11. (CANCELLED)

Claim 12. (CANCELLED)

Claim 13. (CANCELLED)

Claim 14. (CURRENTLY AMENDED) A computer readable storage medium storing program code controlling a computer to perform processes of a remote maintenance apparatus used for maintenance of terminals connected to a network, by:

obtaining configuration information of hardware and software of terminals sent from said terminals through said network;

storing said obtained configuration information of hardware and software;

accessing said stored configuration information of hardware and software and bringing same into correspondence with generation information;

further obtaining configuration information of hardware and software of a

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failed terminal, among said terminals, which is associated with failure information which is sent from said failed terminal through said network, or further obtaining configuration information of hardware and software of said failed terminal by identifying [[the]] newest, stored configuration information of hardware and software of said failed terminal;

extracting difference information between configuration information obtained by said further obtaining and displaying the difference information for the purpose of performing maintenance work in said failed terminal; and

evaluating information of the maintenance work performed in said failed terminal_{[[s]]} based on a dispatching time and a maintenance work time_{[[.]]}

wherein the remote maintenance apparatus can simultaneously manage configuration information of hardware and software of a plurality of said terminals.

Claim 15. (CANCELLED)

Claim 17. (CANCELLED)

Claim 18. (CURRENTLY AMENDED) A method of performing remote maintenance of an apparatus used for maintenance of terminals connected to a network, comprising:

obtaining and storing configuration information, of hardware and software of terminals, sent from said terminals through said network;

further obtaining configuration information of hardware and software of a failed terminal, among said terminals, which is associated with failure information which is sent from said failed terminal through said network, or obtaining configuration information of hardware and software of said failed terminal by identifying the stored configuration information of hardware and software of said failed terminal;

extracting difference information between the further obtained

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configuration information of said failed terminal and the stored configuration information of said failed terminal and displaying the difference information for the purpose of performing maintenance work in said failed terminal; and generating evaluation information of the maintenance work performed in said failed terminal[[s]] based on a dispatching time and a maintenance work time.

Reasons for Allowance

2. The following is an examiner's statement of reasons for allowance: the prior art of record taken alone and/or in combination with other fails to teach the limitation of a generation part which generates evaluation information of maintenance work performed in said failed terminal based on a dispatching time and a maintenance work time, in combination with other recited limitations.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Niketa I. Patel whose telephone number is (571) 272 4156. The examiner can normally be reached on M-F 8:00 A.M. to 5:00 P.M.

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If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Alford Kindred can be reached on (571) 272 4037. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.



Niketa Patel
Patent Examiner
11/9/2007